

## Iowa Communications Network

September/October 2012 Newsletter

# ICN Insider

**INSIDE THIS ISSUE:**

Enhancements Made to Voice Service	1
Our Users are our Number One Priority	1
Evaluating the Customer Feedback Received	2
Experience a Session with K-12 Connections	3
Employee Spotlight	3
Upcoming K-12 Connections	4

*ICN received the "Red Ribbon Award" from Walker and Associates for our federal broadband initiative. We want to express our appreciation for everyone's effort in all areas of the ICN, who has had a part in the success of the project and this award.*



## Enhancements Made to Voice Service

Earlier this summer, ICN initiated an extensive two-week maintenance change to implement redundancy as recommended by Homeland Security. An estimated 32,000 local phone numbers in the Des Moines metro area were included.

We wanted our users to be able to continue their daily phone calls, so the majority of the work was completed behind the scenes and scheduled after normal business hours. The purpose of the change was to provide redundancy in the event of a dial-tone outage (local

switch problem). After the maintenance change, users should experience fast recovery times, which provides a more reliable voice service.

Through several phases of this major project, ICN has moved voice shelves out to Capitol Complex buildings to improve the redundancy of our service (rather than keeping them in a central location). The core switches are also redundant and separated geographically. In the event of a failure that causes a loss of service from one of the local service switching centers, an alternative

switch will then route the calls, having little impact on the services provided to our users. This is a significant achievement in our continuity of operations and government capabilities.

ICN works with a local exchange carrier (LEC) to provide the voice services to agencies located on the Capitol Complex. Our goal continues to be to improve services, provide additional features, while also developing a way to ensure that systems have stability and remain functional should an equipment failure or a natural disaster cause a catastrophic outage.

## Our Users are our Number One Priority



In June, Keystone Area Education Agency held its annual Technology Integration for Classroom Conference in Fayette, Iowa.

Due to the success of the conference each year, and the increased participation level, Keystone outgrew its previous location at their main office in Elkader. After conducting research for a new location, they asked Upper Iowa University (UIU) to host this year's

conference. With the change in venue, the conference needed additional Internet capacity in order to guarantee a successful event.

Within two days, ICN was able to increase the capacity, from an engineering perspective, without a cost to the conference or UIU. This provided enough time to test the wireless platform before the conference, which Keystone appreciated.

The following testimonial is from Keystone's Director of Instructional Services, Rhonda Sheeley.

*"Our 450 clients experience[d] a true technology conference, and our national presenters will hopefully be able to not only show everything they had hoped, but fully expect that attendees will be able to go to the sites shown and have the full experience we intended. Thank you ICN!!"*

## Evaluating the Customer Feedback Received

### **Message from Dave Lingren, ICN's Executive Director**

*We need to continue to look at both sides of the ICN coin. There is a difference between running the state-wide Network and providing the Internet, video, and voice services that our authorized users receive. If the ICN didn't exist, the State of Iowa would continue to support the procurement of Internet, video, and voice services. The demand for services that our authorized users have in rural Iowa is consistently growing. The network capacity that ICN provides ensures that our authorized users have the needed Internet and data to perform their daily functions of public safety, education, providing government services, and much more.*

The 2012 ICN Customer Surveys continue to indicate satisfaction rankings for the most part over 90 percent for telecommunications services and customer service provided by the ICN. The overall customer service satisfaction level rankings by functional area were all above 90 percent, with the highest score obtained by the Network Operations Center (Service Desk). The Billing division's score was the lowest at 92.68 percent, but demonstrated an increase in satisfaction of over ten percent between the 2011 and 2012 surveys.

The survey also asked

for satisfaction rankings for the services provided by the ICN. The satisfaction scores for the services were comparable with scores from last year. Services mentioned most often that respondents were looking for include faster Internet services and mobile video conferencing/classrooms.

Authorized users were also surveyed regarding the impact of a possible sale or lease of the ICN on their organization. Approximately 50 percent believed that there would be an impact on their organization's ability to accomplish their mission. Increased cost was listed most often as a concern if the ownership of the ICN changed.

The survey analysis includes historical tracking between 2008 and 2012 by asking similar questions from year-to-year. For the most part, the survey comparison indicates higher scores for the last two years as compared with the first years the surveys were administered. The survey is administered utilizing a third party software tool and ICN has chosen to utilize the option in the application that does not track IP addresses, ensuring response anonymity.

Over 300 survey responses were received which represented a 13 percent response rate. The survey analysis is available at: [www.icn.state.ia.us/aboutus/agency\\_reports](http://www.icn.state.ia.us/aboutus/agency_reports).

### 2012 Overall Satisfaction by Functional Area

Functional Area	2010 Satisfaction Score	2011 Satisfaction Score	2012 Satisfaction Score
Account Consultant	73.91%	96.30%	96.80%
Project Management	75.00%	96.00%	94.34%
Installation	80.85%	93.94%	93.33%
Billing	76.47%	82.14%	92.68%
Service Desk/Network Operations	91.49%	93.94%	97.24%
Overall Maintenance and Repair*	91.55%	91.67%	95.59%
Video Scheduling	93.65%	100.00%	96.77%

*\* This is an average combined score for 2012 since the survey questions separated out-state and Des Moines metro services.*

## Experience a Session with Connections

There are FREE educational opportunities your students and educators can participate in and receive instant educational interaction with others throughout state. With over 600 video site connections, power up your local video site and give your students the experiences that they will continue to talk about for weeks to come.

Each year, students and educators participate in

educational experiences offered by Iowa Public Television (IPTV) using the video classroom connections of the ICN. *K-12 Connections* provides Iowa's K-12 educators and students access to unique opportunities and the capability to participate in distance learning experiences via the video conferencing network connections.

Do your teachers need continuing education credit? Many options are available that will save

money and valuable travel time.

*K-12 Connections* offers complete online registration and support. Educational providers can learn about session offerings, register, and check the progress of their registration directly from the [K-12 Connections](#) website by visiting the event calendar. In most cases, the registration deadline is one week prior to the event.

Experience the power of your video site with [K-12 Connections](#) and ICN.

*The ICN, a state agency, is the country's premier fiber-optic Network, committed to continued enhancement of distance learning and providing Iowans with convenient, equal access to education, government, and healthcare.*

## Employee Spotlight: Tami Fujinaka

Tami Fujinaka has worked for the ICN since 1994. When she was first hired, she was the legislative liaison for the agency, but as others left she inherited more of the reporting and statistical aspects of ICN. Currently, she is the Government Information Officer and the liaison to the ITTC. She also works with the Accountable Government Act process and ICN's administrative rules.

The ICN received an appropriation from the State that funds video support functions. She is part of a team that trained RTC support personnel on completing the correct documentation. She also develops and provides analysis for the ICN's

Customer and Employee Surveys. Tami says the best part of her job is working with authorized users who utilize the ICN and whom are excited about the opportunities it gives them.

Before ICN, she previously worked for the Iowa Legislature, the Chamber of Commerce of the Southern Suburbs, and Coldwell Banker Real Estate. Tami has a Bachelor of Liberal Arts from Central College in Pella, Iowa, and a Masters in Business Administration from Drake University.

When they have a chance, she and husband, Chuck, enjoy bike riding and short side trips to Omaha and Minneapolis. She says she is lucky that both of her sons and their families live

fairly close, Matt in Minneapolis and Mike in St. Louis. She also enjoys reading, gardening, and electronic scrapbooking.

If she could meet one person in history she says it would be Steve Jobs, because she thinks that his technology and marketing techniques have changed life as we know it, and admires the fact he taught us to think differently. An item on her bucket list is to travel to some of the countries in the former Soviet Union. She wants to go to Russia, because of the art and architecture. Places she has already been and loved include St. George, UT, the Grand Canyon, and of course St. Louis to see her grandson Christopher.





*Do you have new staff,  
administrators, or  
friends who might be  
interested in receiving  
this newsletter? Please  
pass it on and have  
them contact  
[lori.larsen@iowa.gov](mailto:lori.larsen@iowa.gov) to  
be placed on the  
distribution list.*

*Remember to visit ICN's  
website at  
[www.icn.state.ia.us](http://www.icn.state.ia.us)  
to keep updated on all ICN  
related news.*



Iowa Communications Network  
Grimes State Office Building  
400 East 14<sup>th</sup> Street  
Des Moines, IA 50319

Phone: (515) 725-4692  
Toll Free: 1-877-426-4692  
[www.icn.state.ia.us/](http://www.icn.state.ia.us/)

## Upcoming Video Session for Students and Educator through Iowa Public Television's Connections

### Monarch Tagging

Tuesday, September 11, 9:00 AM - 9:50 AM and 10:00 AM - 10:50 AM  
Audience: **Grades 1-5**

Students learn about the monarch butterfly as an international traveler and participate in the MonarchWatch tagging program. A naturalist from the Polk County Conservation Board demonstrates how they tag monarch butterflies and discusses the importance of keeping track of this migratory insect. This interactive program allows time for student questions, so come prepared. Following the session, registrants receive the complimentary book, *Butterflies* or an alternate title.



**Registration Deadline – September 7, 2012**

### Stem Cells and Cloning: What about Dolly?

Wednesday, October 3, 9:00 AM - 9:50 AM and 10:00 AM - 10:50 AM  
Audience: **Grades 9-12**

Science teachers, bring your students to hear an engaging and interesting presentation from Professor Shawn Ellerbroek from the Chemistry/Biochemistry Department located at Wartburg College. Dr. Ellerbroek will begin his presentation with an easy to understand definition of stem cells. He'll talk about what makes them unique and the difference between embryonic and non-embryonic or "adult" stem cells. He'll discuss some of the potential uses of stem cells and share news about some big developments in the field.

**Registration Deadline – September 27, 2012**

### Basic Behavior Principles for Challenging Behavior, 2012

Wednesday, September 19, 9:00 AM - 11:30 AM  
**Audience:** All who work with challenging behaviors

This three part series is designed to help Challenging Behavior Specialists (CBS) implement appropriate Functional Based Assessments (FBA) and to create effective and durable Behavior Intervention Plans (BIP) for children who display challenging behaviors. Part one of this three part series includes six video sessions designed to increase the CBS's understanding of the basic principles of behavior from an Applied Behavior Analysis perspective. This series is designed to increase understanding of basic concepts as a foundation of support for deeper understanding of the concepts from which FBA and BIP is drawn from in the second part of this series.

**Registration Deadline – Friday, September 14, 2012**

### **For More Information About Upcoming K-12 Connections Contact:**

Marcia Wych or Abby Brown  
Educational Services  
(800) 532-1290 or (515) 242-4181  
[abby@iptv.org](mailto:abby@iptv.org)  
[www.k12connections.iptv.org](http://www.k12connections.iptv.org)

Please share this newsletter with others. To be added to the distribution list, please e-mail [lori.larsen@iowa.gov](mailto:lori.larsen@iowa.gov). If you wish to be removed from the list, please reply to this e-mail with "unsubscribe" in the subject line.